

Fig. 1

FIG. 1

FIGURE 2

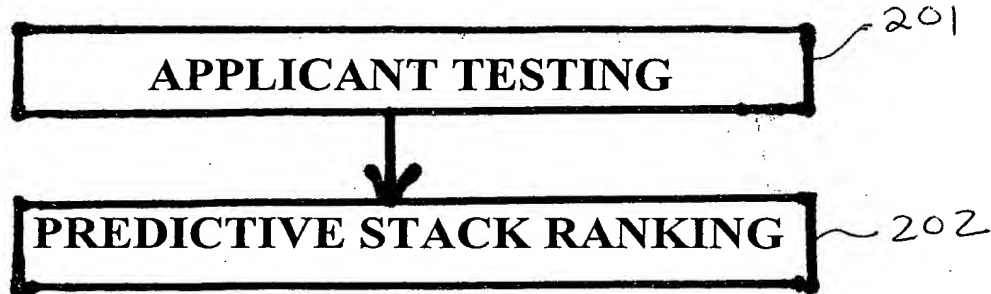


FIGURE 3

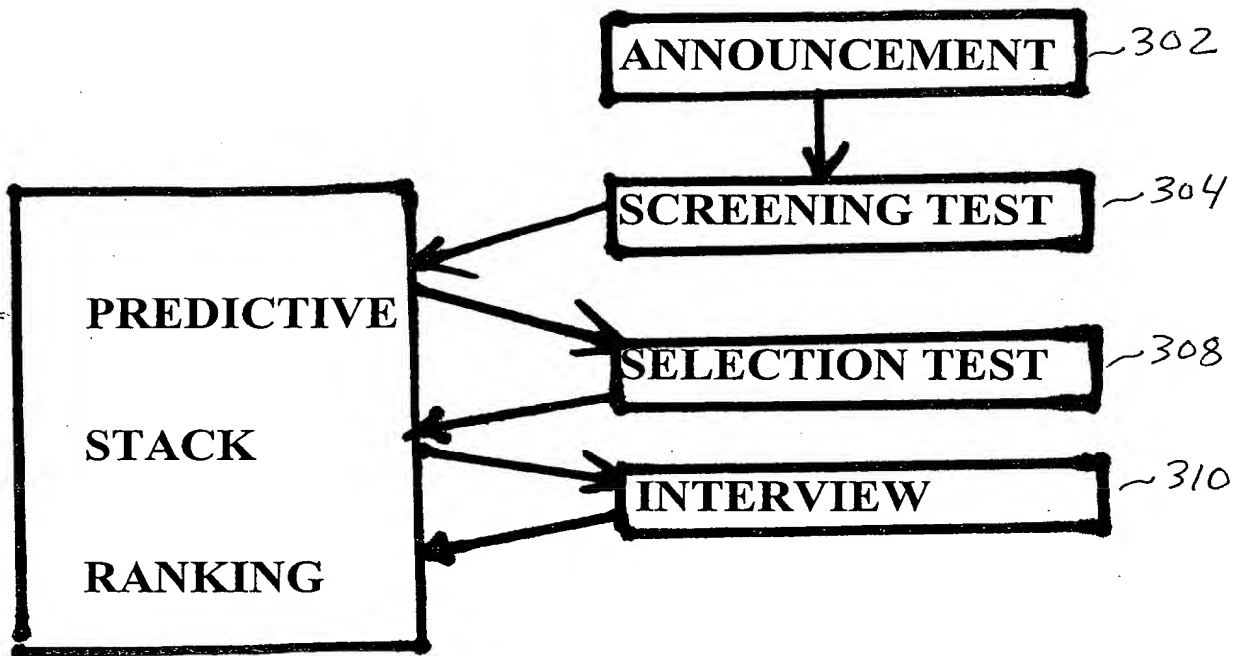
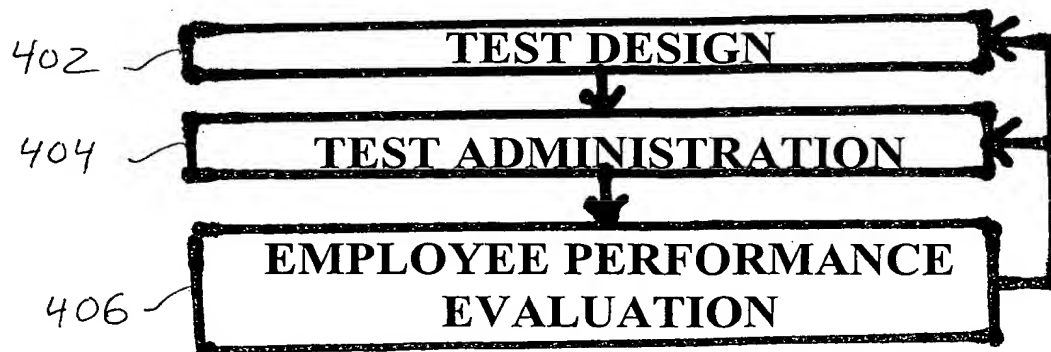
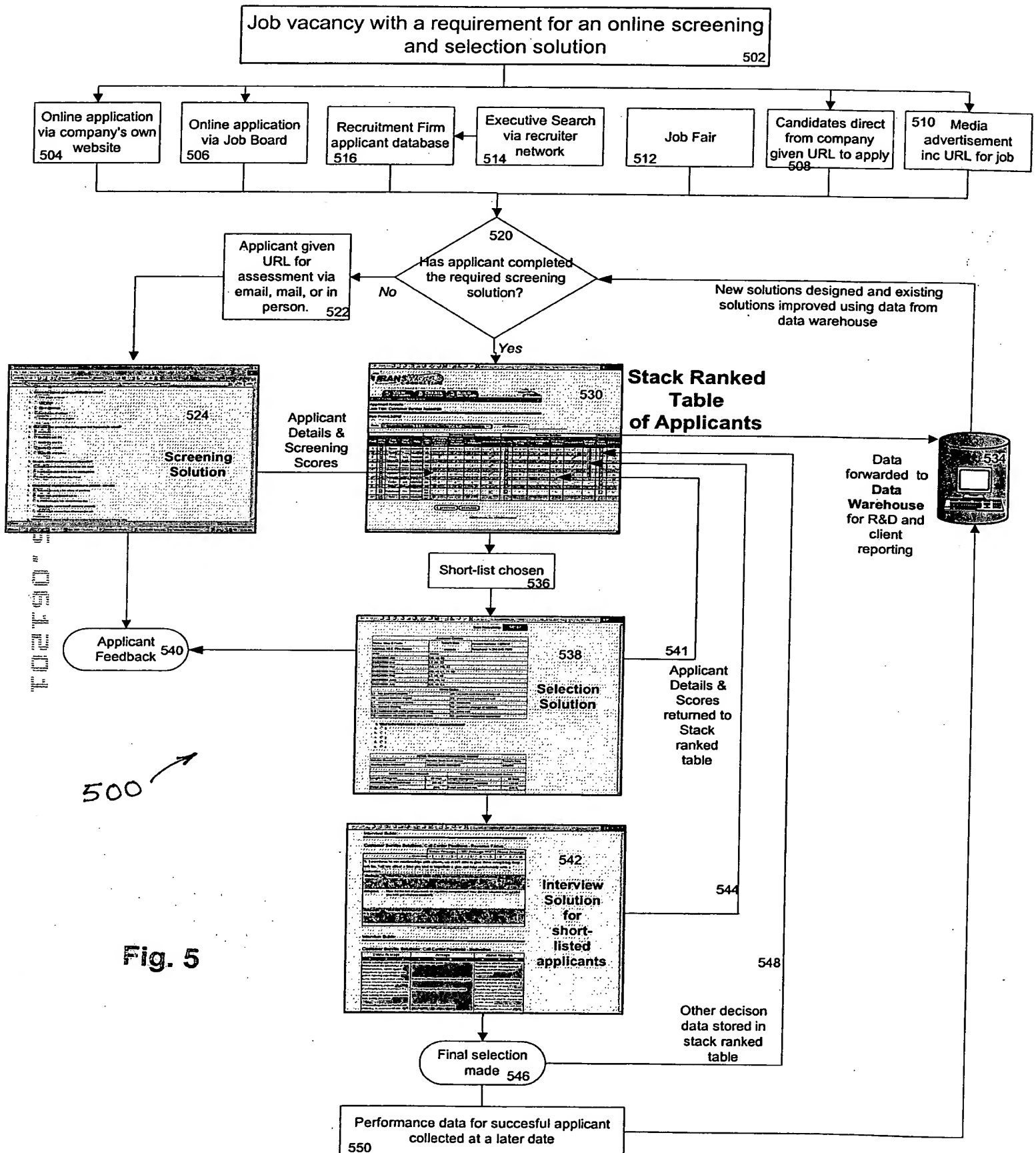


FIGURE 4





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1. What is the highest grade you FINISHED in school?

a. ☐ 11th grade or lower
 b. ☐ 12th grade
 c. ☐ 1 year of college
 d. ☐ 2 or 3 years of college
 e. ☐ College graduate or higher

2. What were your grades like during your last two years in school?

a. ☐ Mostly A's
 b. ☐ Mostly A's and B's
 c. ☐ Mostly B's and C's
 d. ☐ Mostly C's and D's
 e. ☐ Mostly D's and below

3. On a job, which would you generally prefer?

a. ☐ I work best when my instructions are clear
 b. ☐ I work best when there are no interruptions
 c. ☐ I work best when I'm in the mood

4. Which kind of employee do you believe is poorest - one who:

a. ☐ Refuses to work a fair share of overtime
 b. ☐ Skips work and doesn't call in
 c. ☐ Is a few minutes late almost every day
 d. ☐ Takes home some small company property
 e. ☐ Works much slower than others on the job

5. When you think about what you are going to do in the near future, you:

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Fig. 6

TRANSWORLD CONSULTING

VIEW your solutions CREATE a new solution BUILD interview guides ePredix

Job Solutions List Customer Service Associate

Applicant Results

Job Title: Customer Service Associate

Date Posted: 5/25/00

702 704 706 708

View: Screening Solution Selection Solution Phone Interview All Results

710 712 714 716 718 720 722 724 703 726 728 750 732 734 705 736 738 740

Rank	View App.	Last Name	First Name	Date	App. OK	Educational and Work-Related Experience	Customer Service Orientation	Self-Confidence	Recommend	eScore	Customer Focus	Conscientiousness	Problem Solving	Recommend	Detailed Report	Enter Values	Interview
1	<input type="checkbox"/>	Jones	Katrina	05/25/00	OK	7	9	8	✓	7	7	8	7	✓	P	P	Yes
2	<input type="checkbox"/>	Smith	Paul	05/27/00	OK	7	9	7	✓	7	7	8	7	✓	P	P	Yes
3	<input type="checkbox"/>	Pace	Wally	05/24/00	OK	7	8	7	✓	7	7	8	7	✓	P	P	Yes
4	<input type="checkbox"/>	Mitchell	Relex	05/26/00	OK	6	8	7	✓	7	7	8	7	✓	P	P	Yes
5	<input type="checkbox"/>	Benson	Peter	05/24/00	OK	9	7	8	✓	7	7	8	7	✓	P	P	Yes
6	<input type="checkbox"/>	Simpson	James	05/25/00	OK	5	8	7	✓	7	7	8	7	✓	P	P	Yes
7	<input type="checkbox"/>	Russell	Jenny	05/26/00	OK	5	6	5	✓	7	7	8	7	✓	P	P	No
8	<input type="checkbox"/>	Potosky	Danish	05/25/00	OK	5	6	5	✓	7	7	8	7	✓	P	P	No
9	<input type="checkbox"/>	Cedar	Jack	05/24/00	OK	4	5	4	X	7	7	8	7	✓	P	P	No
10	<input type="checkbox"/>	Halliday	Richard	05/25/00	OK	4	5	4	X	7	7	8	7	✓	P	P	No
11	<input type="checkbox"/>	Peterson	Alex	05/24/00	Not OK	4	4	4	X	7	7	8	7	✓	P	P	No
12	<input type="checkbox"/>	Walt	Arthur	05/25/00	Not OK	3	3	3	X	7	7	8	7	✓	P	P	No

709

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Fig. 7

Time Remaining: 14:47

Customer Contact		
Name: Mary Q Public	Today's Date	Account Number: 1225637
Address: 16 E. Pine Avenue	5/8/2001	Telephone: 1-310-845-7878
Date	Memo	
01/20/2000 Jan.	CO, AB, 82	
02/03/2000 Mar.	LT, AR, 23	
03/17/2000 Mar.	CO, LY, PD, 93	
01/05/2000 May	CO, AB, LY, 76, 93	
05/22/2000 May	LT, AR, 45	
08/19/2000 June	CO, PD, 82	
07/21/2000 July	CO, AB, CA	
Memo Codes:		
LY: late payment dispute	AR: account past due courtesy call	
AB: account balance inquiry	23: unanswered telephone call	
LT: send late payment notice	45: telephone	
CA: account closing	76: customer change of address	
CO: customer will make payment in 5 days	82: sales call	
PD: customer will make payment in 5 days	93: customer requested supervisor	

1. What is the total number of requests for account balance?

- a. 0
- b. 1
- c. 2
- d. 3
- e. 4

RETAIL CUSTOMER PROMOTIONS INQUIRY			
Retailer Discount	Retailer Cash-back Bonus	Today's Date	
Starting Date: 08/01/2000	Starting Date: 06/01/2000	5/8/2001	
Terms for Retailer Discount		Terms for Retailer Cash-back Bonus	
Length of Program	60 days	Length of Program	60 days
Minimum required purchase	200.00	Minimum required purchase	100.00
Retail discount rate	.05%	Retail cash-back rate	.025%

Fig. 8

Interview Guide:

Customer Service Solutions: Call Center Positions: Revenue Focus

	Below Average	Average	Above Average
(Circle One)	1	2 3 4 5 6 7 8 9 10	
1. Sometimes in our relationships with clients, we aren't able to give them everything they ask for. Tell me about a time you had to negotiate a give and take relationship with a customer.			
Situation: What was the situation? What did the client want that you could not provide?			
Behavior: How did the two of you reach an equitable compromise? How did the situation turn out (did you both get what you wanted)?			
Outcome: What was the outcome?			

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Interview Guide:

Customer Service Solutions: Call Center Positions: Motivation

Below Average	Average	Above Average
1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
Avoids learning opportunities; prefers to stay within the parameters of current position; rarely takes suggestions by a supervisor to take part in learning opportunities.	Articulates modest goals.	Regularly seeks out opportunities to learn; changes actively pursues learning and self-development opportunities.
Loses interest in projects easily; cannot or will not stick with the more time-consuming projects.	Performs the action necessary to meet most goals.	Maintains momentum and pushing effort on projects even when they require long hours of work.
Consistently fails to meet even the most basic quality standards in work; does nothing to achieve or maintain high quality standards.	Performs beyond normal scope when asked.	Consistently goes above and beyond what is expected to ensure the high quality of work; continually identifies and implements ways to improve the quality of work.
Stops working when confronted with a task that is uninteresting or with a task that is unaccomplished.	Quality of work meets expectations.	Continues to work on a task and tries alternative approaches when

Fig. 9

Applicant System

Screening Solution
(Applicants apply for a
job online)

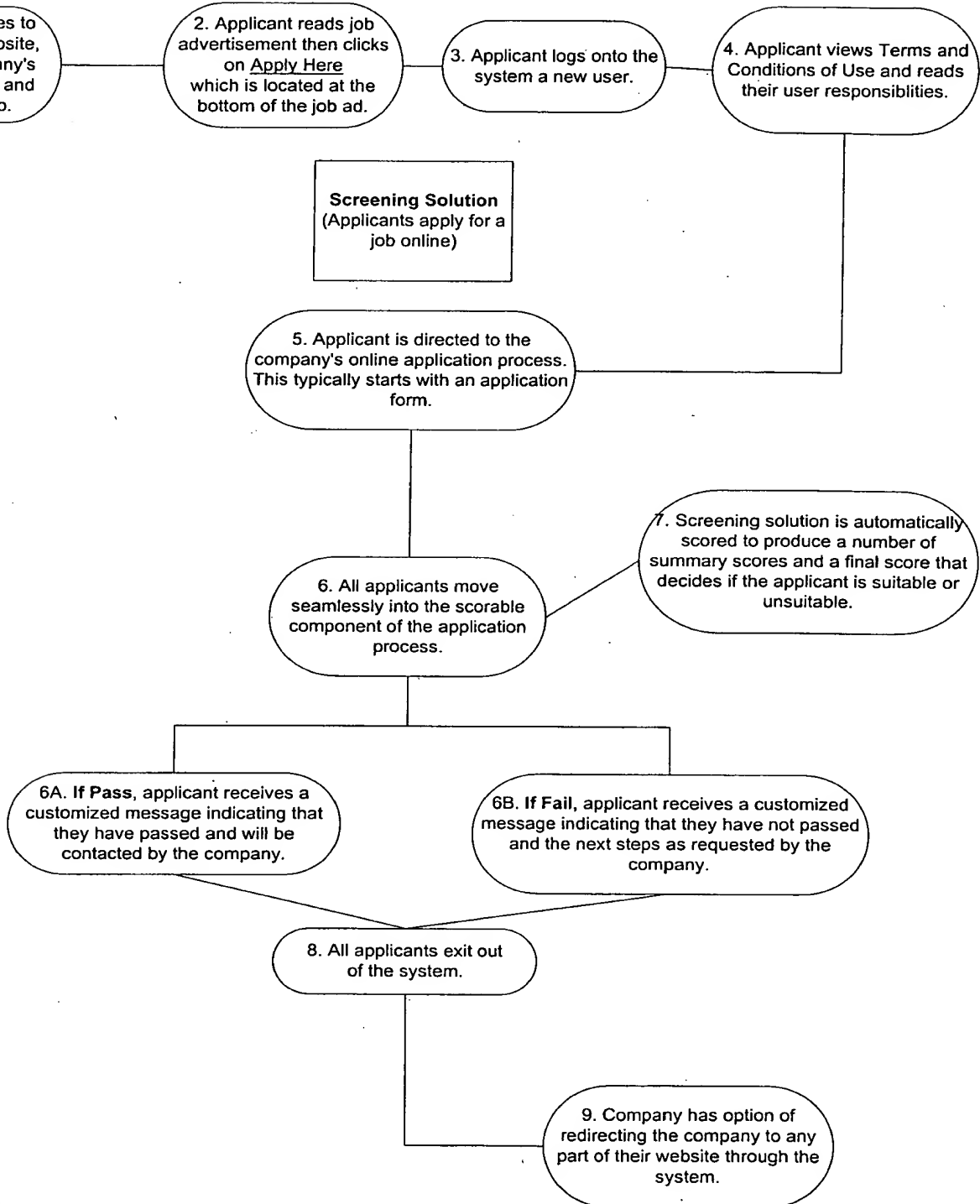


Fig. 10

Selection Solution
 (Successful applicants
 from the screening
 solution are invited into the
 company's premises for
 further assessment)

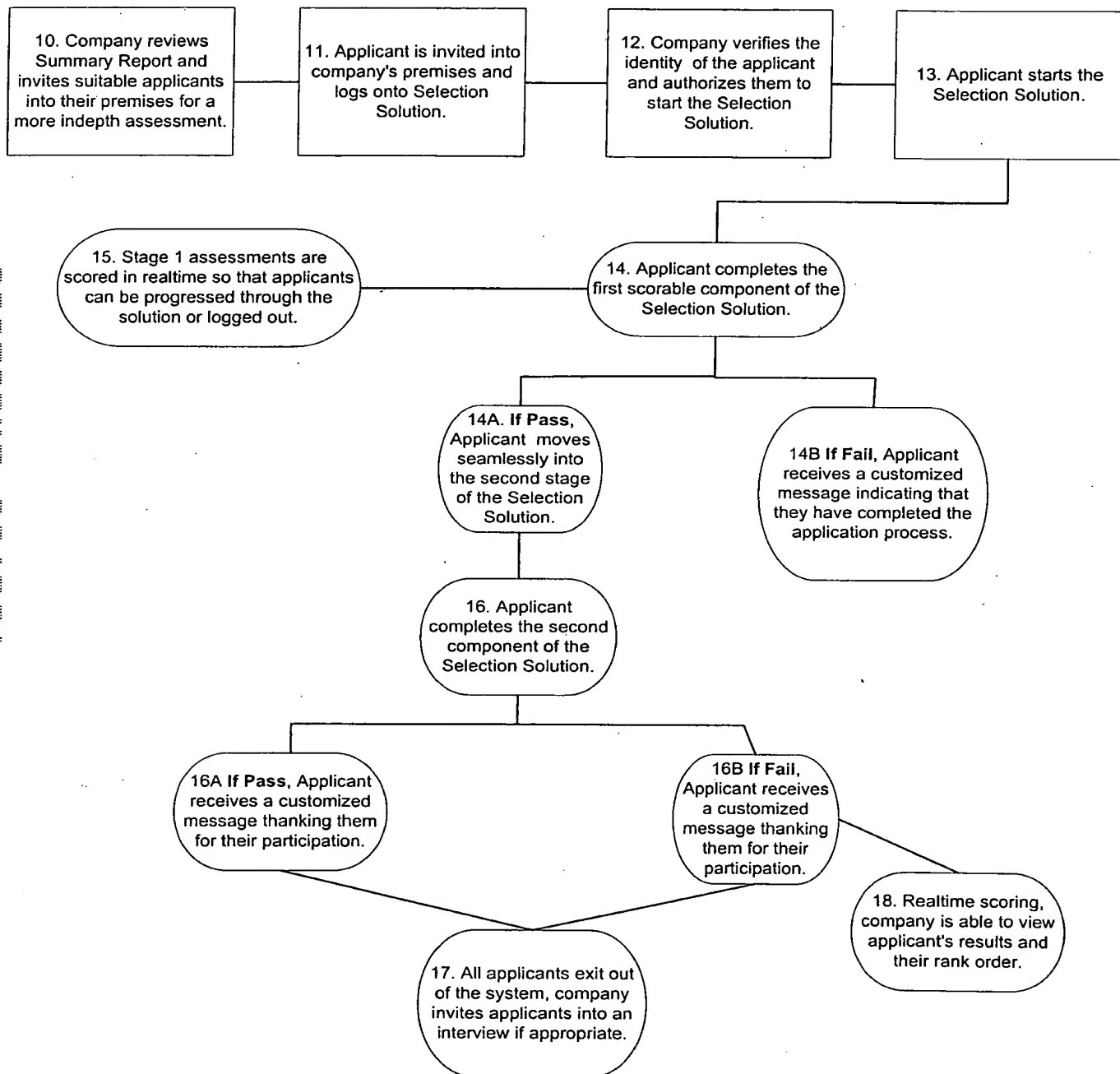


Fig. 11

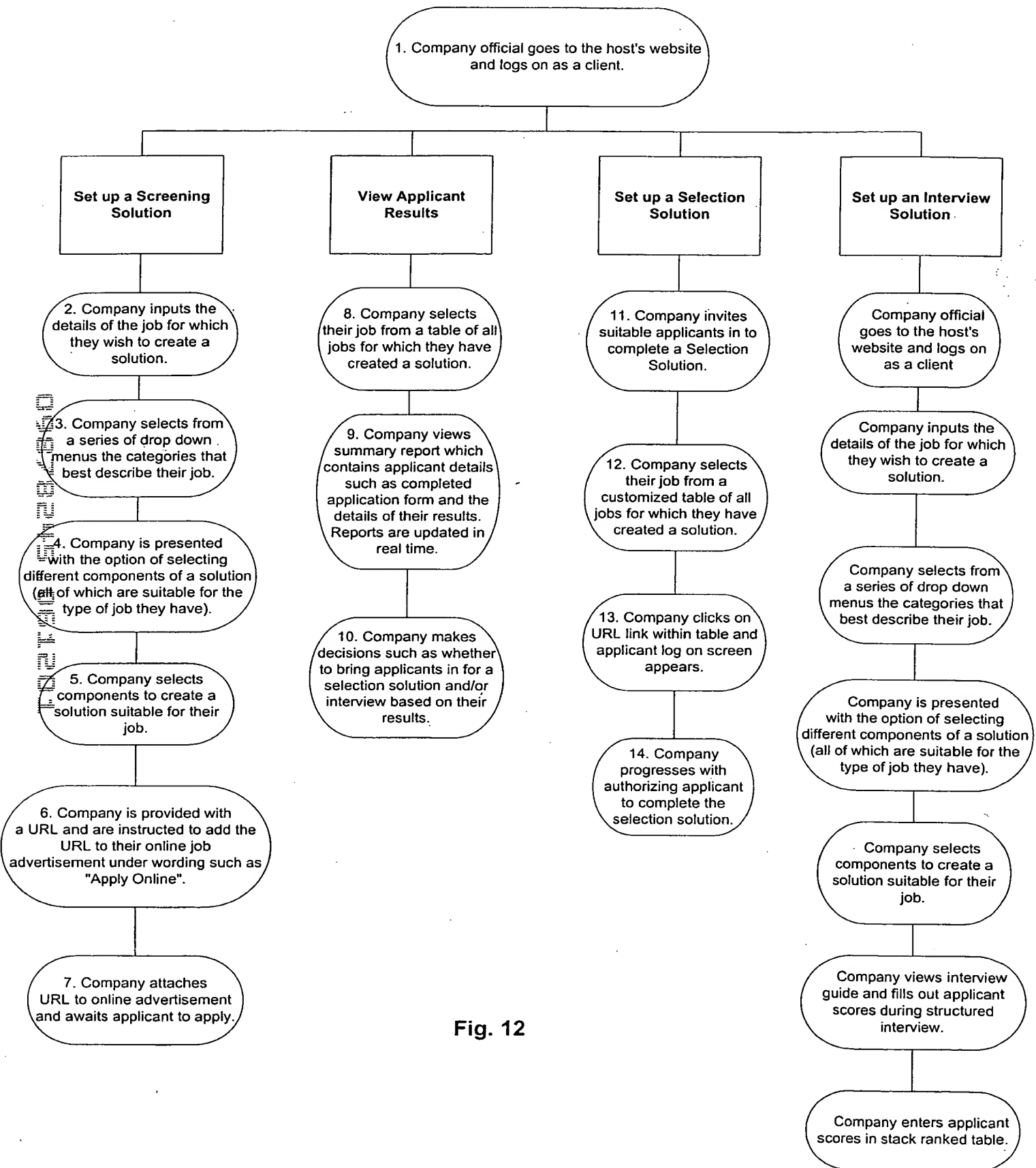


Fig. 12

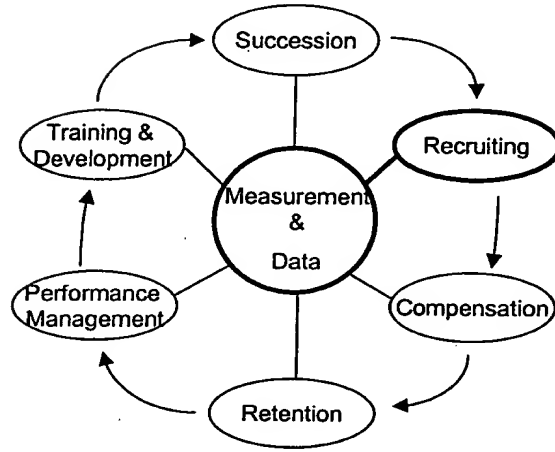


Fig. 13

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